

## Financial Assessment & Income Unit

The Financial Assessment & Income unit implement policies and legislation associated with the financial requirements of supporting people known to Adult Social Care. Our aim is to ensure that all processes associated with Financial Assessment & Income are administered and developed to deliver maximum benefit for the authority and meet its statutory requirements.

Within Financial Assessment & Income there are many different areas of responsibility. We provide specialist financial advice to support people in relation to their means tested financial assessment for Adult Social Care, invoicing and collection of income on behalf of the Authority, recovery of income where payment has not been forthcoming, and we look after the finances of those people who do not have anyone to act on their behalf.

Please read on to find out the responsibilities of each of our teams.

## Customer Relationship

### Customer Experience Team

Provide a comprehensive customer experience on behalf of the Council, in accordance with statutory requirements, best practice and the Council's policies and procedures. Team members investigate and respond to a wide range of complex complaints and enquiries as well as develop, implement, and maintain effective processes to enable the proper monitoring and control of the services delivered by the Financial Assessment & Income Unit.

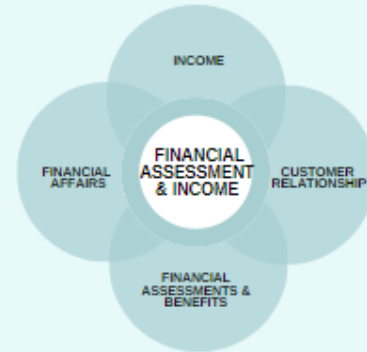
### Billing & Control Team

Responsible for the invoicing of income due to the authority the team provide high quality advice and information to both internal and external stakeholders. The team are the first point of contact in relation to the receipt of an invoice. They lead for the support and administration of IT systems across the Financial Assessment & Income unit.

## Financial Assessment

### Financial Assessment Team (Support)

Your point of contact for any day-to-day queries relating to a means tested financial assessment. The team offer advice and guidance on any questions or concerns you have regarding any of the services delivered by the Financial Assessment Teams. The team will generally be the first port of call for any contact made by people and their families who are known to Adult Social Care. They book all appointments for a financial assessment to be completed or a review of benefits to be undertaken.



### Financial Assessment Team (Residential) and Assessment Team (Non-Residential)

Conduct Financial Assessments for those clients receiving a chargeable service relating to Adult Social Care. The Financial Assessment is a means test; the outcome of the Financial Assessment will determine whether a client is required to contribute towards the cost of their care which will be collected via a Kentcare Invoice.

### Financial Assessment Team (Assets & Property)

Responsible for completing financial assessments for those peoples who have over the threshold (currently £23,250) and for any person who owns a property. The team are responsible for implementing deferred payments. They provide expert advice and assistance with matters relating to welfare benefits.

## Income

### Income Collection Team

Responsible for the collection and allocation of all income received on across the Authority.

### Income Recovery Teams (Commercial & Non-Residential), (Residential) and (Project)

Responsible for the chasing and collection of overdue invoices (both raised via Accounts Receivable and via Client Billing).

**All three Income Recovery Teams adopt** a pro-active collection approach; the team work with the debtor and other key stakeholders to resolve disputes and ensure funds are recovered in accordance with policy and legislation. The teams will undertake court action as and when required in order to protect public funds.

## Financial Affairs

### Financial Affairs Team (Residential) & Financial Affairs Team (Non-Residential)

Manage the financial affairs for Adult Social Care clients receiving a chargeable service and where there is **no-one** else to assist and meet the criteria as follows.

- Clients with savings of more than £23,250
- Clients who are not in receipt of a chargeable KCC service
- Clients who own or have an interest in any land or property
- Clients who privately own or privately lease a vehicle
- Clients who have a Direct Payment
- Clients who are employed in paid work, or who are actively seeking paid employment
- Clients who are living as, or claiming benefits as, part of a couple

The team, work in conjunction with the Department for Work & Pensions (Appointeeship) or the Court of Protection (Deputyship).